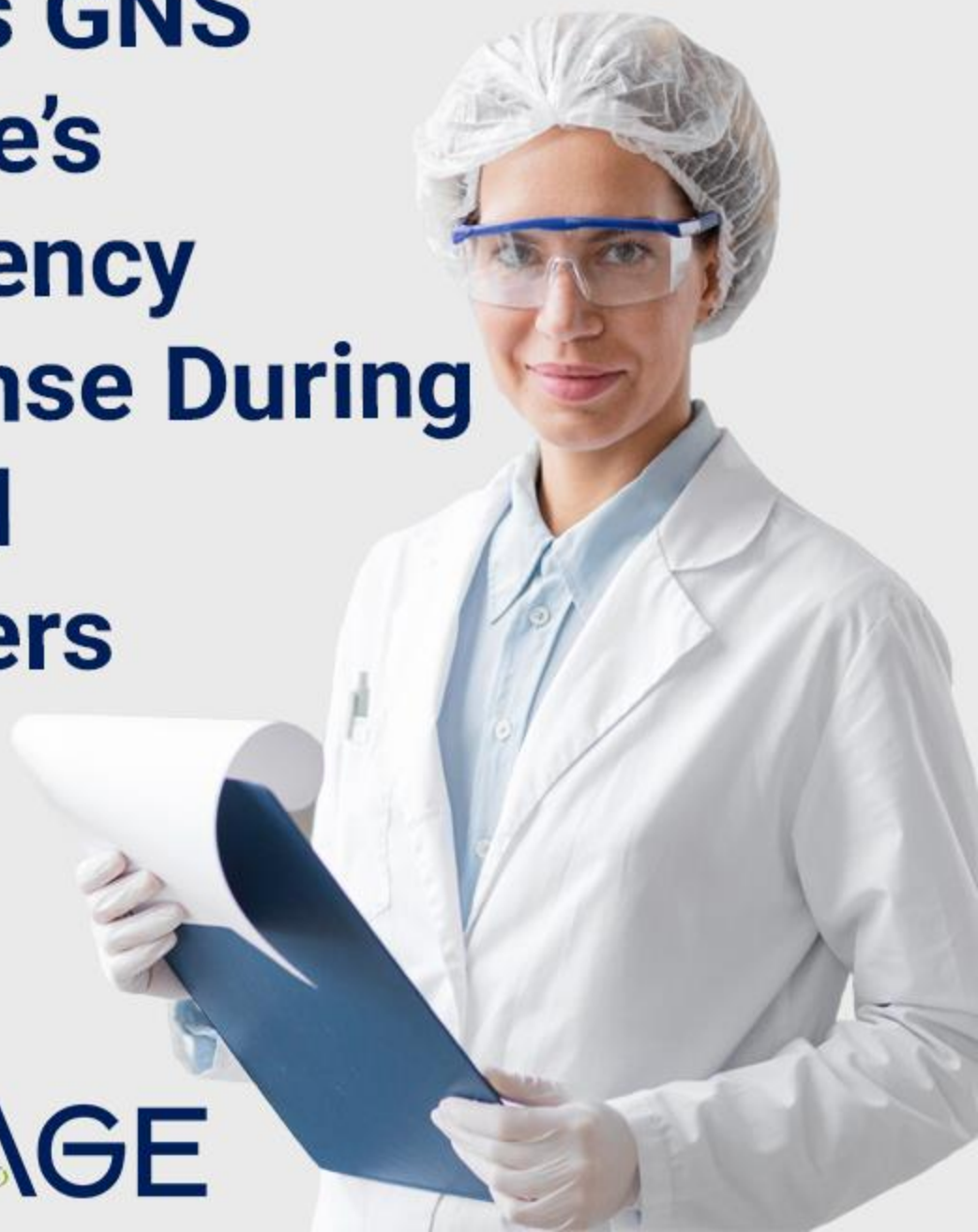Case Study:

How OnPage Assists GNS Science's Emergency Response During Natural Disasters

ONPAGE

OnPage brings reliable and secure paging to GNS Science

GNS Science, New Zealand's leading provider of Earth, geoscience, and isotope research and consultancy services has a two-fold mission. First, it aims to better understand the planet and its natural resources, and to translate this knowledge into economic, environmental, and social benefits. Second, it protects the population by predicting, detecting, monitoring, and warning of potential natural disasters such as earthquakes, volcanoes, tsunamis, and other geohazards. To do so, GNS Science created an emergency response team comprised of three groups: Critical IT infrastructure support, Geohazards Response, and Public Information Release. These three groups must be able to communicate 24/7 with central command and among themselves, reliably and securely in order to coordinate an efficient response.

> "OnPage has brought reliable, secure, and convenient paging to GeoNet, New Zealand's geological hazard monitoring system. It is now a vital part of our IT and geohazards response capability." – Kevin Fenaughty, GeoNet Data Centre Manager

Challenges

Before switching to OnPage, GNS Science used conventional pagers and experienced a multitude of problems, including spotty coverage which led to missed pages, not knowing whether pages were received, having to send multiple pages to get around the 160-character limitation of their pagers, and the inconvenience of having to carry multiple communication devices.

GNS Science sought to alleviate these problems and began searching for an alternative solution.

Solution

With OnPage, GNS rapidly improved its critical communications during unexpected situations.

Their new workflow with OnPage

- In the case of a natural disaster/major IT outage the central command team delivers an OnPage alert to their response teams including IT infrastructure support, Geohazards Response, and Public Information Release.

- The teams are then able to immediately take action and begin their disaster recovery procedures.

- Plus, central command gains visibility into audit trails and message receipts that enhance accountability and enable the team to make sure that their messages are going through to the responders.

Results

Send highly reliable and encrypted incident alerts during critical situations.

Enhance the efficiency of the emergency responders by ensuring more successful team coordination.

Gain visibility into message audit trails, ensuring better transparency between team members.

Improved reliability of their critical communications process by eliminating outdated technologies.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

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